

Attributes of E/C App Governance

	DCG-DHP	TAX-VEC	VCCS-DHRM (DRAFT)
Purpose of the Agreement	Support the implementation and operations of the DCG MyLicense Office system; recognize the reorganization of DCG under VDACS	Establish guidance and understanding between TAX and VEC in the use of iReg, iFile and Web Upload as shared online applications	Establish the Operating Level Agreement (OLA) over the implementation of the ASYS service bridge to transactionally share data from the VCCS HRMS to PMIS
Expeditious - facilitates rapid start-up	High ; system is hosted by Systems Automation (SA) through the MyLicense Office (MLO) software; system currently in production with DHP	High ; due to specific scope and fact that the application is already in production, facilitation of start-up should be quick	High ; due to specifics of the applications, existence of an Operations Manual and the automated nature of the application interface, start-up would be quick
Familiar - builds on similar, in-place processes	High ; the applications are in production for DHP	Medium ; processes are currently in place but are general in the agreement	High ; processes are currently in place as information is already being manually entered for each application
Flexible - accommodates wide variety of business needs	Medium ; needs are specific to licensing and online payment	Low ; needs are specific to the use of iReg, iFile and Web Upload	Low ; needs are very specific to those of the application interface, however shared across many agencies
Expandable - ease of on-boarding new participating agencies	Medium ; agreement could be easily duplicated; application and support structure may not scale	Medium ; Tax has overall control and responsibility which duplicated across several agencies would not scale	High ; many agencies have the same need to share this data
Sustainable - likely to transcend changes in leadership	High ; agreement is reviewed annually	Low ; only reviewed as mutually agreed to and only terminated with a 6 month written notice	Low ; only reviewed as mutually agreed to but may be terminated with a 30 days written notice

Fees and Billing	Medium; hourly rates established and documented	Low; fees are referred to but not established	Low; a cost model is referenced but not yet established
Authority is Specific & Documented	High; authority for each agency is documented as well as the means to handle disputes - DHP is designated as the lead agency	Medium; agreement is signed by each agency head, and authority for different parts is documented - Tax is designated as primary business owner	Low; authority is not referenced and the agreement as written may be signed by anyone from the agency - DHRM is designated as the service agency and VCCS as the customer agency

DRS-VDA
Support consolidated administrative functions, identify the scope of services to be provided, and the level of financial and HR resources required for the provision of services
Medium; due to wide range of services included, it may take longer to facilitate start-up
Medium; processes are similar across agencies
High; needs are related to administrative services including HR, IT Audit, IT Security including sharing of staff; and space for DR
Low; agreement has specifications related to VITA/NG that may not be easily applied to new agencies
High; agreement is reviewed and ammended annually

High; fees and billing terms are stipulated
High; authority for each agency is documented; final authority for the agreement is documented - DRS is the lead agency and VDA is customer agency